



# केन्द्रीय भण्डारण निगम

(भारत सरकार का उपक्रम)

CENTRAL WAREHOUSING CORPORATION

( A Govt. of India Undertaking )

जन-जन के लिए भण्डारण/Warehousing for Everyone



No. CWC-CO/MIS/31/2020

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## CIRCULAR

### **Sub.- Standard Operating Procedure (SoP) for using e-Office...reg.**

- 1 In an attempt to enhance transparency, efficiency and reduce the dwell time, besides facilitating the paperless office and reduce the carbon foot print, Corporation has implemented e-Office w.e.f. 25<sup>th</sup> March'2020. The implementation of e-Office has also facilitated Corporation to perform essential works from office/home, amid the nationwide lockdown, owing to widespread of COVID-19.
- 2 Improvement is a continuous process and there are various features in e-Office which can be leveraged, to further enhance the user experience and ease of doing work. It is also observed there are cases of non uniform usage of e-office features, while processing files/letter. Thus, following SoP be adopted for using e-Office for various processes vis-a-vis features available:
- 3 For correction of draft letter/proposal/tender etc: There is a reference option in the e-File, where users can upload such draft word/excel file for correction/vetting/approval or for seeking data/information from any other users.

Following steps are to be followed by the users for local reference usage: -

Step 1:- Click on "Reference" tab present at the top menu row, post opening the file.

Step 2:- Click on "Local Reference".

Step 3:- Two Options shall appear viz "Upload file" and "Upload from KMS". The users need to select the "Upload File" option for uploading word, excel or presentation file.

Step 4:- Users can mention (In green Note) that the Draft Circular/ Letter etc (name of the file), is/are attached under Local Reference for perusal or approval or any other comments/observations.

Step 5:- The receiver of the file may download the file in his/her local desktop/laptop and can edit the file and/or digitally signing the pdf file and upload the revised file using the steps mentioned above.

Step 6:- The receiver may mention (in green note) that the uploaded file under references is approved or any other comments/observations. The logs of every upload and download files shall be maintained by the system. The

references so created shall remain with e-file permanently. The users can sort the local reference file by subject/date.

- 4 For putting Digital Signature Certificate(DSC) on letter/proposal/tender etc: The receivers upon editing the word file, if required, to convert to pdf format and can sign the using his/her DSC. In order to do so, latest version of "Acrobat Reader DC" must be installed in the desktop/laptop. The same is available free online for download.

Following example may be perused to issue a letter/ circular, to be signed by M.D.: -

- a) The Dealing Official shall prepare the draft letter (word file with letter head) in his/her desktop/laptop and upload the same through local reference. Thereafter, the Dealing Official shall forward the file to the reporting Officer/ HoD after adding the Green Note.
  - b) The Reporting Officer/ HoD/DIR, if required, may download and edit the letter, upload using Step1 to 3 above and send the file to M.D.
  - c) Upon receiving the e-file, MD may download the last uploaded letter or any other version of letter to his desktop/laptop, may edit the file, if required and converted to pdf format. Thereafter, MD may digitally sign the pdf letter, upload through local reference and send the file back to the desired user.
  - d) Upon receiving the e-file, dealing officials to download the digitally signed letter, create the receipt using browse and diarize and send the file to the intended users. The Dealing Officials to mark a copy of the letter to self, which can be put in concerned file, for maintaining office copy.
  - e) In case, the letter etc. is meant for officials outside of CO/ROs, the same should be downloaded on desktop/laptop and sent via e-mail, if recipient's e-mail is available or may send the hard copy through Dispatch option of e-Office to the intended person.
7. Reference feature to be used only for correction/vetting/approval of letters/ circulars/estimates/BoQ/BoM/tender etc. Reference feature should also to be used in case an excel file is to be vetted (mostly to be used by Engineering Division) or any data is to be solicited in excel format from any officials. All the documents, other than above, should be attached in the Correspondence Side of the file by creating its receipt using Browse and Diarize option.
8. With the introduction of References, the use of "Draft" option should be discontinued for correction/vetting/approval of any letters/ proposals/ circulars/tender/estimates/BoQ/BoM etc.
9. There is an attach option under the green note side of the e-file. This feature is not to be used for attaching any kind of file on the green note side. It may be noted that any document, uploaded using attach option shall not be a valid document for processing in e-Office.
10. Following method be adopted for signing of Minutes of the Meetings (MoMs) by the Committee members :-

Method - 1:- The final agreed MoM may be written on the green note side and should be sent by dealing official to the junior most Committee member, who should forward the file to next Committee member in seniority. The Chairman of the Committee upon signing shall send e-File back to the Dealing Official.

Method-2:- The final agreed MoM can be converted to pdf file and each Committee member to affix his/her DSC. The digitally signed MoM can be placed in e-file through Browse & Diaries option.

Method - 3:-The MoM can be printed in paper, ink signed by the Committee members and scanned for further processing in e-Office through Browse & Diaries option.

11. Preferred list and groups: The users can prepare "preferred list" and "groups" for sending files/letter etc to regular recipients. For e.g. Corporate Office usually sends letter/circular/SoP/instructions to all the HoDs and RMs. Thus, users in CO can create the "preferred list" or "groups" in their accounts of such recipients.
12. Sanction Oder: For releasing of payments to vendor etc, after the sanction by Competent Authority, the dealing official to create Sanction Order locally in their desktop/laptop, affix DSC of Competent Authority, use the Browse & Diarize option to put the sanction order in the concerned file and send the file to concern Finance official for release of amount. The Finance Division may download the copy of the Invoice and Sanction Order for releasing the payment and for their record. The dealing official to send a copy of digitally signed sanction order to the vendor etc. To ensure paperless working, the Sanction Orders must be sent through e-mails or using "Dispatch" option in e-Office.
13. Yellow Note: In E-office user can add green note for writing notes, which cannot be changed or deleted, once sent to any user. Thus, Yellow Note feature is available to create a draft note in a file. Once the yellow note is confirmed, it changes to green note sheet. Yellow Note can be used in following scenarios:

Scenario 1: PA/PS/PPS etc can create draft note: Upon dictation or otherwise, add Yellow Note, write the draft note and send the file to the reporting officer. The officer may either edit/discard/confirm the Yellow Note and once confirmed, Yellow Note changes to Green note and the reporting officer can sign and send the file to the intended user. The sign of PA/PS/PPS etc shall not be printed on the green note by e-Office i.e. the sign of the user "Confirming" the yellow note shall only be affixed.

Scenario 2: For confirmation/correction of notes : When a user is not sure about the content to be written on green note sheet and requires confirmation or expect correction from reporting officer or any other user. In such a scenario, user can write content on yellow note, submit to reporting officer for correction. The reporting officer can edit the yellow note and submit back to user, who can confirms the yellow note to create green note. This scenario is mostly used when dealing assistant is putting up proposal and the proposal

needs correction/ perusal by the reporting officer first, before bringing the proposal on a green note.

14. The documents having Digital Signature Certificate on it may not appear when uploaded in e-Office. However, when the document is downloaded and is opened in "Acrobat Reader DC", the DSC shall appear. However, upon proper configuration of "Acrobat Reader DC", the DSC can be shown in e-Office. The RailTel's support staff shall help the users for such configuration.
15. M/s RailTel's manpower deployed at the Division/ RO shall remotely assist the officials including for installation of "Acrobat Reader DC" and training. Thus, users are requested to install "Any Desk" on Desktop/ Laptop for remote assistance. The remote assistance shall also be useful for maintaining "Social Distance".
16. Users may visit "e-Office Corner" available at the bottom right of Corporation website ([www.cewacor.nic.in](http://www.cewacor.nic.in)), for user manuals, circulars and Video Tutorials.

This is issues with the approval of Competent Authority, for compliance please.

Group General Manager (System)

Distribution to following officers, with a request to bring content of this circular to the notice of all concerned employees working under them:

1. All HoDs, CO CWC.
2. All RMs, CWC.

Copy to for information:-

1. M.D., CO, CWC
2. DIR (F), DIR (P), CO, CWC.